

Beneficiary Travel Reimbursement Request

A Feature Overview (as of 3/13/2014)

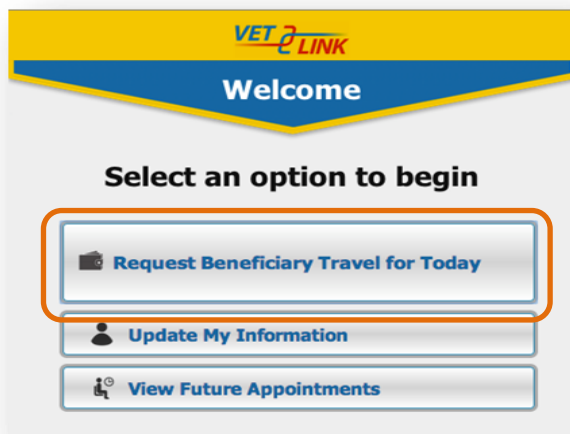
The VetLink system allows Veterans to apply for their Beneficiary Travel Mileage Reimbursement (Bene Travel) through designated kiosks. The Bene Travel feature is designed to reduce or eliminate waiting, improve patient satisfaction, and direct patients who need one-on-one assistance to appropriate staff (e.g., Veteran has paper receipts). They need only to follow the instructions on the touch screen to complete their request.

Bene Travel Step-by-Step

Veterans can request mileage reimbursement for one or more travel dates falling within the past 30 days.

Step 1: This process begins with the Veteran selecting the "Request Beneficiary Travel for Today" option from the Patient Lounge welcome screen.

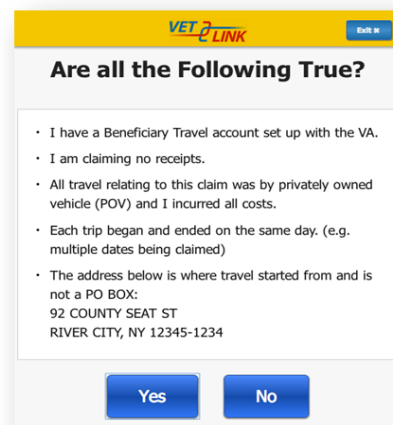
(It is important to note that position of the Bene Travel option on the welcome screen is determined by local configuration.)



Step 2: The Veteran authenticates himself/herself through the kiosk by swiping a Veteran's Health Identification Card (VHIC) or entering a social security number (SSN) and a date of birth.

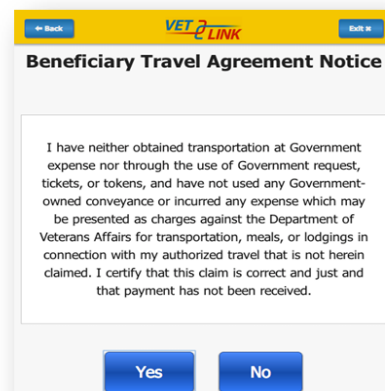
Step 3: The Veteran reviews and confirms eligibility factors for submitting a Bene Travel request.

Veterans with a Beneficiary Travel account set up can now submit Bene Travel requests through any enabled kiosk, allowing Veterans to focus on health care and spend less time on administrative tasks.

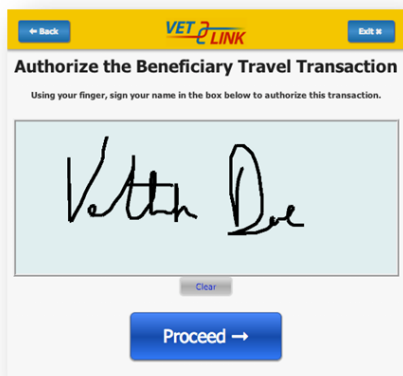


If there is a problem with the request, the Veteran will receive a message about how to receive assistance (e.g., visit clerk).

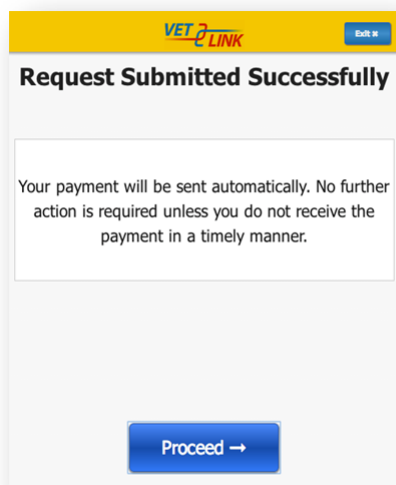
Step 4: The Veteran certifies that the information provided is correct.



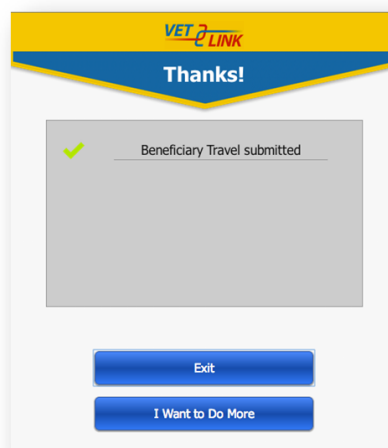
Step 5: The Veteran authorizes the Bene Travel request by adding his/her signature with a finger, attached stylus (optional), or prosthetic.



Step 6: The reimbursement application forms are then sent electronically to the Beneficiary Travel Office for secure printing, and a confirmation message appears on the kiosk. This message can be tailored by sites to meet their local business needs.



Step 7: The kiosk displays a thank you message and offers the Veteran an opportunity to end his/her kiosk session or return to the Patient Lounge to select new functions to perform. If returning to the Patient Lounge, the Veteran will not need to re-authenticate.

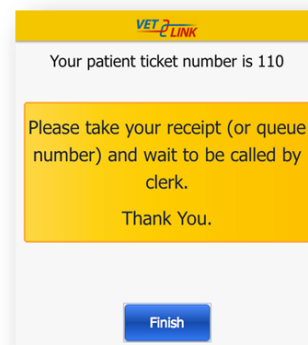


Staff Assistance

To help describe patient status, three action buttons are available under the “BT Actions” column in the administrative application: *Call*, *With BT Clerk*, and *Done With BT Clerk*.

Queuing & Bene Travel

If the queuing function is enabled, Veterans who require help can be assigned a number and enter seamlessly into a Bene Travel queue. Queuing allows Veterans to hold their place in line without physically having to stand for assistance. Staff manage the queue through their patient queue screen. Queuing is configurable by site and by kiosk.



CONTACT US

Veterans Health Administration
Veterans Point of Service (VPS) Program Office
2957 Clairmont Road
Atlanta, GA 30329-1647

Looking for more information? Have questions or comments? Send an e-mail to vps@va.gov.